

WHAT IS CLAIMED IS:

1. An information processing apparatus for delivering a product to a delivery address specified from a first device, comprising:

search request means for connecting to a second device based on a telephone number entered from said first device and requesting a search of customer information;

presenting means for presenting said search results supplied from said second device to said first device; and

order issuing means for issuing an order for said product to a third device based on said order information input from said first device.

2. An information processing apparatus according to claim 1, further comprising:

storage means for storing customer information supplied from said second device; and

search means for searching customer information stored in said storage means based on said telephone number input from said first device,

wherein said presenting means is capable of presenting to said first device said customer search information results obtained from said search means when a search of customer information is made.

3. An information processing apparatus according to

claim 1, wherein said customer information include a name or an address.

4. An information processing method for an information processing apparatus for delivering a product to a delivery address specified from a first device, comprising:

a search request step for connecting to a second device based on said telephone number entered from said first device and requesting a search of customer information;

a presenting step for presenting said search results supplied from said second device to said first device; and

an order issue step for issuing an order for a product to a third device based on order information input from a first device.

5. A recording medium holding a computer-readable program for an information processing apparatus for delivering a product to a delivery address specified from a first device, wherein said program comprises:

a search request step for connecting to a second device based on said telephone number entered from said first device and requesting a search of customer information;

a presenting step for presenting said search results supplied from said second device to said first device; and

an issuing step for issuing a purchase order for a product to a third device based on order information input from said

first device.

6. An information processing system composed of a first information processing apparatus, a second information processing apparatus, a third information processing apparatus, and a fourth information processing apparatus,

wherein said first information processing apparatus comprises:

first sending means for entering the telephone number of the product delivery address and sending the telephone number to said second information processing apparatus,

acquisition means to acquire customer information corresponding to a telephone number presented from a second information device; and

second sending means for sending said product ordering information to said second information processing apparatus,

wherein said second information processing apparatus comprising:

search request means for connecting to said third information processing apparatus based on said telephone number entered from said first information processing apparatus and requesting a search of said customer information;

presenting means for presenting said search results supplied from said third information processing apparatus to said first information processing apparatus; and

order issuing means for issuing an order for said product to said fourth information processing apparatus based on said order information input from said first information processing apparatus,

wherein said third information processing apparatus comprising:

storage means for storing said customer information;

search means for searching said customer information stored in said storage means based on a search request from said second information processing apparatus; and

supply means for supplying said search results of said search means to said second information processing apparatus, and

wherein said fourth information processing apparatus comprising:

notification means for receiving the order for purchasing said product from said second information processing apparatus and notifying the second information processing apparatus that receipt of the purchasing order is complete.